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1 Introduction

Welcome to the SQAS System. This manual is intended primarily for new users of the SQAS System, to introduce them to the web site (https://www.sqas.org) and its functionality. Existing users who want to learn more about SQAS System may also find this manual useful.

To use the system you must have a web browser installed on your machine. You should be familiar with using your web browser. For example, you should know how to start your web browser and be familiar with basic user interface elements, such as hyperlinks.

If you have any questions, problems or if you need assistance after reading this user guide, please do not hesitate to contact the SQAS helpdesk, please see the contact section of this user guide.
2 Opening the SQAS website

Please open your web browser and navigate to the https://www.sqas.org website:

The SQAS System Home Page displays:

Tip: It is a good idea to bookmark this page as a favorite so that you do not have to type the URL each time you want to access it. If you don't know how to do this, see your web browser documentation.

You will see that this page offers you access to general information concerning the SQAS system.

Please note that in order to access the SQAS reports, users are required to login to the SQAS system.
All SQAS website visitors have access to the public pages. There is no login required to access these pages. Please find below some different pages which are available for all users:

- **Home, Introduction:**

  ![SQAS System User Guide](image1)

  **Principle features of SQAS**

  Chemical companies use the SQAS system in support of the Risk Management of their logistics activities as part of overall accountability. The SQAS system provides a good overview of the strengths and weaknesses of third-party service providers. Chemical companies use the assessment reports in their selection processes of new service providers and for the ongoing evaluation of the reliability and performance of their existing service providers. SQAS scores are used to support the dialogue between chemical companies and their Logistics Service Providers (LSPs) as part of a continuous improvement process.

  **SQAS Assessment Questionnaires**

  This specific SQAS assessment questionnaire cover the different types of service providers active in the logistics and chemical distribution. The questionnaires have been developed by the chemical industry in close cooperation with the transport sector and their representative European trade associations. More questionnaires can be downloaded from the website.

  CEFIC (European Chemical Industry Council) offers a number of other assessment modules that cover the various materials activities.

  **SQAS Assessment**

  SQAS assessments are carried out by professional assessors who have been trained and accredited by CEFIC for each type of assessment module. Their performance is closely monitored by CEFIC to ensure a continuous high and uniform quality of SQAS assessments across Europe.

  Candidates who want to become SQAS assessors are referred to the “SQAS Accreditation Manual” in the section “Guidelines and Forms”.

  **Database of SQAS Assessment Reports**

  The assessment reports are stored in a central electronic database. It provides easy accessibility and analysis of the assessment reports. It is password-protected and only accessible to authorized users from the chemical and transport sectors.

  **The SQAS Service Group**

  The SQAS service group of chemical companies that achieve support and use the SQAS system, provides both financial resources and management structure for its successful operation.

  The candidates that are member of these service groups gain the following services:

  - Access to the online database containing all the assessment reports allowing a quick analysis of the assessment results by using queries and templates;
  - Training to the adequate use of the SQAS system;
  - Access to the European network of accredited SQAS assessors.

  **Getting started to do an SQAS Assessment**

  Logistic or distribution companies who want to embark on the assessment should familiarize themselves with the applicable questionnaires and guidelines. They should select an assessor from the list of accredited assessors, in order to start and prepare the assessment and fulfill the required administration. The assessment process is explained in further detail in the FAQ section.

- **Home, Contact information:**

  ![SQAS System User Guide](image2)

  **Contact us**

  For general questions:

  - CEFIC European Chemical Industry Council
  - Rue Belliard 40
  - 1050 Brussels
  - Tel: +32 2 708 45 84
  - Web: [http://www.cefic.be](http://www.cefic.be)
  - Pr. Victor Trappel

  For technical questions:

  - PHAROX Automation B.V.
  - Quercetanneg 34
  - 3041 EE Rotterdam
  - The Netherlands
  - Tel: +31 (0) 10 770 84 00
  - Web: [https://www.pharox.nl](https://www.pharox.nl)
  - E-mail: info@pharox.nl
- Home, List of accredited assessors (various sorting options are supported).

- Home, List of members of SQAS Service Group, ESAD User Group and L&D User Groups (various sorting options are supported).
- Questionnaires (for downloading questionnaires and guidelines in MS Excel format for all available languages)

- Home, Documents (links to various document, such as: manuals, guidelines and procedures)
- **PAD (‘Pre-Assessment Document’):**

A company which is planning to be SQAS assessed needs to complete the Online Pre-Assessment Document before the assessment. It is necessary to fill in a PAD for every site that is going to be assessed.

The purposes of the PAD is to define the scope of the assessment and to provide relevant information to the assessor to prepare the assessment. The PAD contains basic information on the company: activities to be assessed, number and kind of employees, number and kind of subcontractors, etc.

The company to be SQAS assessed should navigate to the PAD section on the SQAS website:

In this section the user can register a user account to get access to the Online SQAS PAD editor to complete the Online PAD and to send /share it with the selected SQAS assessor(s).

For more information about the Online SQAS PAD editor please download the user Guide for this software which is available in this section.
4 Logging on to the SQAS system

In order to login, please click on the Login button on the top right-hand side of the SQAS home page and enter your e-mail address (or report number) and password (or security code).

Note: if you are not sure of your e-mail address or password, please contact the SQAS System Helpdesk (see the contact information in this document).

After clicking on the Login button, your personalized user menu displays. If you receive an error message, please check that you entered your login information correctly, or check with SQAS System Helpdesk.
5 SQAS system access permissions

After a successful login a personalized menu for the user will appear. There are several user groups which can access the system. The system access permissions are dependent on the type of the users:

5.1 Companies to be SQAS assessed

Companies that are planning to be SQAS assessed have access to:
- Create Online Pre-Assessment Documents
- Sign and view electronic agreement between Cefic and company to be assessed

5.2 Accredited SQAS assessors

SQAS assessments are carried out by professional assessors who have been trained and accredited by Cefic for each type of assessment module. Their performance is closely monitored by Cefic to ensure a continuous high and uniform quality of SQAS assessments across Europe.

Accredited SQAS assessors have access to:
- Entering, viewing and editing pre-notifications of planned assessments
- List of planned assessments
- List of assessed companies
- Create and submit assessment reports
- Search and view assessor’s reports
- Request access to other assessment reports
- Download assessor software and documents
- Viewing / updating assessor's contact information
- View incident reports

5.3 SQAS assessed companies

Companies which have been assessed by the accredited SQAS assessors have access to:
- List of planned assessments
- List of assessed companies
- View own report, including:
  - Summary report
- Full report
- Report scoring
- Download report
- Update general company information
- Manage report access
- Insert (general) comments on report
- Insert Improvement Action Program
- Activate assessment report
- View electronic agreement
- Download SQAS logo
- View number and identity of report consultations
- Scoring matrix per country
  - Search (other) reports
  - Request access to other reports
  - View (other) reports (which the company has access to), including:
    - Summary report
    - Full report
    - Report scoring
    - Download report
    - Company information
    - Scoring matrix per country
  - Compare reports (which the company has access to)
  - Manage company specific templates
  - Report Statistics
  - View incidents reports

5.4 SQAS Service Group users

The SQAS Service Group includes chemical companies that actively support and use the SQAS System. The members of the SQAS Service group have access to all assessment reports of the SQAS Transport Service, SQAS Tank Cleaning, SQAS Warehouse and SQAS Rail modules, unless the assessed company (owner of the report) has denied access to the report for a specific company.

In addition these users can request access to specific ESAD reports. For further information see the section “Request report access”.

SQAS Service Group Users have access to:
  - List of planned assessments
  - List of assessed companies
  - Search reports
• View reports (which the company has access to), including:
  - Summary report
  - Full report
  - Report scoring
  - Download report
  - Company information
  - Scoring matrix per country
• Request access to reports (if report access is denied)
• Compare reports (which the company has access to)
• Manage company specific templates
• Report Statistics
• View incidents reports

5.5 ESAD User Group users

This group includes chemical companies that are interested in assessment 
reports of distributors. Members of the ESAD Service Group have access 
to all ESAD assessment reports, unless the assessed company (owner of 
the report) has denied access to the report for a specific company.

In addition these users can request access to specific reports from the 
SQAS modules: SQAS Transport Service, SQAS Tank Cleaning SQAS 
Warehouse and SQAS Rail. For further information see the section “Request report access”.

ESAD User Group Users have access to:
• List of planned assessments
• List of assessed companies
• Search reports
• View reports (which the company has access to), including:
  - Summary report
  - Full report
  - Report scoring
  - Download report
  - Company information
  - Scoring matrix per country
• Request access to reports (if report access is denied)
• Compare reports (the company has access to)
• Manage company specific templates
• Report Statistics
• View incidents reports
5.6  Logistics & Distributors User Group users

This group includes LSP’s (Logistic Service Providers) that are interested in assessment reports of other logistics companies, for example transport subcontractors, warehouses and cleaning stations.

These users can request access to specific reports from other SQAS modules, for example SQAS Transport Service, SQAS Tank Cleaning and SQAS Warehouse reports. For further information see the section “Request report access”.

Logistics & Distributors Users Group users have access to:
- List of planned assessments
- List of assessed companies
- Search reports
- View reports (the company has access to), including options:
  - Summary report
  - Full report
  - Report scoring
  - Download report
  - Company information
  - Scoring matrix per country
- Request access to reports (if report access is denied)
- Compare reports (the company has access to)
- Manage company specific templates
- Report Statistics
- View incidents reports

5.7  Statistical users

The Statistical Users have access to various SQAS assessment reports statistics:
- Number of reports
- Scoring per country, etc.
- Scoring per section, etc.
- Scoring matrix per country
6 List of planned assessments

The list of planned assessments offers options to search for certain assessment criteria, such as: company or assessor name, company location or country, SQAS module and status:
7 List of assessed companies

The list of assessed companies offers options to search for certain assessment criteria, such as: company or assessor name, company location or country, SQAS module and status:
8 Searching reports

After clicking on <Search report> the following page will appear:

This page allows users to enter the particular search and sort parameters. Click on the <Search> button to execute the selected query on the SQAS Database. It is possible to search on active and/or archived reports using certain search parameters, such as:
- Name of company
- Report number
- Country
- Location (city/town)
- Assessor
- Date of assessment (all reports between two dates)

The reports can be sorted in a certain order (like data/sort in Excel) by for example the following sort parameters:
- Report type (Active, Archived)
- Report number
- Name of company
- Country
- Location (City/town)
- Assessor
- Date of assessment
The result (output) of the submitted search consists of a list of assessed companies with the following information:
- Report number
- SQAS module (Transport Service, Tank Cleaning etc.)
- Report status (Active, Archived)
- Name company
- Country
- Location
- Assessor
- Date of assessment
- Improvement Action Program (Yes/No)

The following page shows the results of reports matching the search criteria:

8.1 Requesting report access

In case the access to the report is denied, the following message appears:
Users have the option to request access to the report. Users can only obtain access to the report, when the assessed company grants this access.

When the user confirms the access request, the following page appears:

![Request access permission dialog box]

The user is required to complete a comment box, in which they describe their interest and can justify why they would like to have access to the report.

The contact persons named in the assessment report will receive an automated e-mail with the access request. This assessed company can view the request and grant or deny the access to the report. An automated e-mail containing the result of the access request will be sent to the requesting user.
9 Viewing reports

This section describes the various report options. The additional specific options for assessed companies and assessors are described in section 14 and 15 of this guide.

9.1 View Summary report

By clicking on (Summary report) in the Report section, users are able to view and print a summary of the assessment report.

Users have also the option to view and print a One Page Summary Report:
9.2 View Full report

By clicking on (Full report) in the Report section, users are able to view and print the report.

Users can navigate and browse the different chapters of the report. It is also possible to print the general information, questionnaire and/or general comments.

Please see below an image of the ‘View Report’ page:

Users also have the option to change the language in which questionnaire will be displayed.

By clicking on the ‘YES’, ‘NO’, ‘N/A’ and company comments check boxes you can filter the questionnaire answers

Furthermore it is possible to save the report to a PDF document.

Select the template dropdown box in order to apply a company specific or Cefic template to the report.
9.3 Report scoring

By clicking on the <Report scoring> menu option users will get a page to query the scores on this specific report:

The several options are available, such as:
- Number and percentage of YES answers
- Number and percentage of NO answers
- Number and percentage of N/A answers

Score per: Report, Section or subsection

Note: NA answers are not taken into account for calculating percentages of Yes and No answers i.e.:
- \( \% \text{ No} = \frac{\text{number of No}}{\text{Number (Yes+No)}} \)
- \( \% \text{ Yes} = \frac{\text{number of Yes}}{\text{Number (Yes+No)}} \)

In addition to the query possibilities as mentioned above the option is included to generate overview reports with all relevant information in one summary table. These summary tables can be displayed in numbers or percentages.
9.4 Overall and subcontracted integral scoring

The overall score of the company (the percentage of “Yes” answers) is displayed in the Report Scoring section and in case of a SQAS Transport Service report (based on the SQAS 2019 questionnaire). The subcontracted integral score is also included:

The subcontracted integral score takes into account the % of subcontracted payload (A), the score of the subcontracting section (section 6) (B) and the Overall Score (C).

If the payload that is subcontracted is 100%, this score is the same as the score of the subcontracting section. If the payload that is subcontracted is 0%, the score is the same as the Overall Score. This score falls in a range between the score of the subcontracting section and the Overall Score.

The calculation of the subcontracted integral score is based on the following formula in which these values apply:

\[
\text{Formula} = \frac{A}{100} \times B + \frac{(100-A)}{100} \times C
\]

A= % of subcontracted payload (data taken from the question 0.3.9)
B= Score of Transport Service section 6 about subcontracting in %
C= Overall Score of the report in %
9.5 E-mail notification for re-assessment reports

On the top of the report page a check box is displayed which gives the user the option to enable or disable receiving an automated e-mail notification when a new re-assessment is carried out for this specific assessed company. The e-mail address of the user is displayed in this header (the user can update the e-mail address in his user profile):
10 Comparing reports

Users have the option to compare up to 10 reports (if the user has access to the reports) of the same type (SQAS module and questionnaire version). The results are presented in Excel format and allow to check answers for each question in all reports.

The following page is used for comparing assessment reports:
11 Managing templates

Users can create and save their own company specific templates and apply these to the assessment reports that they want to select. They can use these templates for instance to get a report score based on certain questions of the questionnaire which are important to the users.

Company specific templates are available to all users within the company. These templates are shared between all users of the company. Under the authority of the chemical company or the L&D user company the Supervisor or SQAS helpdesk has the possibility to allow or disallow certain users to create and/or update templates.

If you do not have the possibility to create/update company specific templates then your company has not given you access to this option and you will only have the possibility to apply the company specific templates on your queries. Please contact the Supervisor or SQAS helpdesk for more information.

When creating a new template the user can select which those questions he wants to be included. In order to do this, in the Manage templates section choose the questionnaire type and click on the button <Create New> in order to create a new template.

It is also possible to update an existing template. This is done by selecting appropriate template in the drop down box. The following screen appears:
Users can select the questions which should be included in the template, and can assign different weight factors for these questions. This way user can differentiate questions based on how important they are.

For instance, if a member considers a certain subset of questions as very important, another group of questions less important, and wants to ignore the rest of the questionnaire, he can make a template which includes only the questions that matter, and assign higher weight factors to the questions which are more important. The weight factor of the questions can be between 1 and 99. If a question is de-selected a weight factor of 0 will automatically be assigned in order to exclude the question. After all questions and weighing factors have been selected the template can be saved. Click on the <Save> button.

11.1 Using templates

After creating/updating company specific templates, all users within the company will have the option to use these templates when viewing or comparing reports. To apply a template they should select the appropriate name in drop down box.

When the report is shown only those questions which have been selected in the chosen template can be viewed and exported.

When selecting the report scoring option only those questions which have been selected in the template will be used for the calculations and report scores. When reports are compared only those questions which have been selected in the template will be viewed and exported.
12 Statistics options

The following options are available in the Statistics section (see top menu):
- Number of reports
- Scoring per country and year
- Scoring per section, subsection etc.
- Scoring matrix per country

12.1 Number of reports

The number of reports menu option calculates the total number of SQAS assessment reports based on various query criteria.

The number of reports can be calculated by:
- Report status (Submitted, Active, Archived, All)
- SQAS questionnaire (Transport Service, Tank Cleaning, Warehouse, Rail Carrier, Distributor / ESAD, All)
- SQAS questionnaire version (2019, 2015, 2011 etc.)

The result can be grouped by:
- Total
- Country
- Assessor
- Agency
- Month
- Year

The output can be filtered by a date range and the result can be exported to MS Excel.
The following screen shows the web page for calculating the total number of SQAS reports:

![Image of SQAS System](image)

### 12.2 Scoring per country and year

The scoring per country and year menu option calculates the percentage of “Yes” answers of SQAS reports based on various query criteria.

The scoring per country and year can be calculated by:
- Report status (Submitted, Active, Archived, All)
- SQAS questionnaire (Transport Service, Tank Cleaning, Warehouse, Rail Carrier, Distributor / ESAD, All)
- SQAS questionnaire version (2019, 2015, 2011 etc.)

The results can be grouped by:
- Country
- Year

The scoring results will only be displayed if the calculation is based on at least 5 different assessment reports.

The output can be filtered by a date range and the result can be exported to MS Excel.
The following screen shows the web page for calculating the scoring of SQAS reports per country and year:

12.3 Scoring per section, subsection etc.

The scoring per section, subsection etc. menu option calculates the percentage of “Yes” answers per section, subsection etc. of SQAS reports.

The scoring can be calculated by:
- Report status (Submitted, Active, Archived, All)
- SQAS questionnaire (Transport Service, Tank Cleaning, Warehouse, Rail Carrier, Distributor / ESAD, All)
- SQAS questionnaire version (2019, 2015, 2011 etc.)

The results can be grouped by:
- Section
- Subsection
- Question number

The scoring results will only be displayed if the calculation is based on at least 5 different assessment reports.

The output can be filtered by a date range and the result can be exported to MS Excel.
12.4 Scoring matrix per country

The scoring matrix per country option calculates the percentage of “Yes” answers per country per section (or subsection etc.).

The scoring matrix per country option can be calculated by:
- Report status (Submitted, Active, Archived, All)
- SQAS questionnaire (Transport Service, Tank Cleaning, Warehouse, Rail Carrier, Distributor / ESAD, All)
- SQAS questionnaire version (2019, 2015, 2011 etc.)

The results can be grouped by:
- Section
- Subsection
- Question number

The scoring results will only be displayed if the calculation is based on at least 5 different assessment reports.

The output can be filtered by a date range and the result can be exported to MS Excel.
The following screen shows the web page for calculating the scoring per section of SQAS reports:
13 Viewing incidents reports

Cefic has developed a database of logistics incidents with the aim of sharing the learning with chemical companies and logistics suppliers. This database was built on voluntary reporting by chemical companies of incidents that occurred during the transport or handling of one of their products.

When the <Incidents> menu is selected, the following screen will appear:

![Incidents Menu](image)

The list of incident reports is displayed in a tabular format. Users can change the number of reports per page to 10, 25, 50, 100 or All. The user can navigate to the other pages using the pagination buttons in the bottom right corner of the screen.

The list is initially sorted on the first column (Published period), with the newest reports on top of the list. The list can be sorted (up or down) on any column in the table (Title, Category, Event type or Number) by clicking on each column header.

By clicking on a row in the list, the PDF document of the accident report will be opened and is available for viewing, saving and/or printing (via the PDF reader).
On the top right a Filter box is displayed. By entering a value in this box (e.g. “collision”) only those rows will be displayed that contain this word (“collision”) anywhere in the row:

More than one word can be entered (e.g. “rail” and “collision”). All records will be displayed which contain both words anywhere in the row.

The combination of these sorting and filtering options gives the user full control over searching through the list of incident reports.

**E-mail notifications for new incident reports**

On the top of the incidents reports page a checkbox is displayed which gives the user the option to disable or enable receiving an automated e-mail notification when a new report is added to the list. The e-mail address of the User is displayed in this header (the user can already update the e-mail address in his user profile).
14 Specific options for assessed companies

14.1 Inserting general comments / improvements

These options in the report page allow the assessed company to insert general comments and improvement action Program in the report. Click on (general comments or improvement action program and the Edit button).

The system will now ask to fill in general comments in the text box. Click on the Save button to include general comments in the SQAS internet database.

The assessed company has the possibility to continuously insert new comments or change previously made comments during the 3 year period that the assessment report remains valid. For example the assessed company may want to add a comment each time they have implemented certain elements of their improvement plan. This way it is also possible to modify the Improvement Action Program.

Note: the size of the general comments and improvement action program fields is limited to 4000 characters each. It is also possible to add a PDF file to the improvement action program.
14.2 Activating the report

By default the system automatically activates the report 1 month after it has been submitted. The assessed company however has the opportunity to activate the report before the end of this month. This can be done as follows:

- Click on (Activate the report)
- Click on (OK) if you want to change the status of your report from Submitted to Active.

If the assessed company does not make use of this option, the report will have the Submitted status during the first month after which the report has been submitted to the SQAS Database. During this month the report will only be accessible to the assessed company and the SQAS supervisor.

After one month the report will automatically be activated. From that moment onwards all users will have access to the report (unless access has been denied).

14.3 Updating general company information

The Company Info option allows the assessed company to update certain elements of the company information (such as their postal address, phone, website, contact persons). This can be updated anytime during the 3 years in which the report is valid:
14.4 Managing report access

By default all members of the SQAS Service Group will gain access to the report after it has been activated. If for any particular reason the assessed company chooses to deny access to some members, this can be done using this option. This option should be used only in exceptional cases. Please be aware that all users will always be able to view the full list of assessed companies.

Members of the Logistics & Distributors (L&D) User Group by default don not have access to the report. Using the corresponding option you can allow access to certain (or all) members of L&D User group.
14.5 View electronic agreement

Before the actual SQAS assessment takes place, the company to be assessed should electronically authorize the agreement between Cefic and the company to be assessed.

The company to be assessed will receive an automated e-mail from the SQAS system containing a link which can be used to electronically authorize the agreement:

Alternatively the company to be assessed can use the Agreement page in the Planning section of the website. The agreement page allows the company to review the agreement:
14.6 Download SQAS logo

After confirming the agreement on the "Conditions for use of the SQAS logo", the assessed company can download the SQAS logo and use it in your company's letterheads, brochures, website and more:

14.7 One Page Summary Report

By clicking on (Summary report) in the Report section, users are able to view and print a summary of the assessment report.
The assessed company can also print a One Page Summary Report, which can be used to demonstrate that the company has been SQAS assessed:

14.8 View report consultations

This option allows the assessed company to view the number of times that the report has been accessed during a certain time period. It also allows the assessed company to view the identity of the Users that have consulted the report.
15 Specific options for assessors

15.1 Download Assessor software

In the Download Assessor software page the assessor can find information regarding the assessor software (SQAS Report Editor) and the assessor accreditation documents.

Please see below an image of the ‘Assessor software & documents’ page:

For further information about the assessor software please see the SQAS Report Editor Installation and User Guide which can be downloaded from this section.
15.2 Pre-notifications for planned assessments

In the Planning section of the SQAS system the assessor can register pre-notifications for planned assessments and modify existing pre-notifications in the SQAS system:

**Register pre-notifications for planned assessments**
The assessor needs to enter pre-notification before each planned assessment. The contact person and his e-mail is very important, because this person will receive a confirmation of planned assessment, with the invitation to electronically sign the agreement.

After entering of pre-notification it will appear on a list available in public access area.

**Viewing/editing pre-notifications for planned assessments**
The Assessor will see list of his own planned assessments the same way they are visible on the public website. The status of assessment is visible as well, and by selecting assessment it is possible to modify some parameters of it (e.g. new dates).

The actual assessment can be held only after the company has authorized it (signed the agreement). Only after he has signed it (status authorized), will the assessor be able to carry out the assessment, and submit the report. After the report is submitted, it will be removed from the list of planned assessments, and will become available in the list of actual assessments.
16 Further information

If you need any other information don’t hesitate to contact us.

16.1 For general questions

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16.2 For technical questions

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